



Department of Medical Assistance Services
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<http://www.cns.state.va.us/dmas>

MEDICAID MEMO

TO: All Providers and Managed Care Organizations Providing
Services to Virginia's Medicaid Recipients

FROM: Eric S. Bell, Director
Department of Medical Assistance Services

SUBJECT: Medallion II Expansion Within Virginia

MEMO	Special
DATE	10-22-01

Medallion II is the mandatory Managed Care Organization (MCO) program for eligible Medicaid recipients. The purpose of this memorandum is to provide information about the expansion of Medallion II into 48 additional cities and counties within the Commonwealth of Virginia effective December 1, 2001. Approximately 77,000 recipients will be affected by this expansion.

Medallion II began January 1, 1996, as a managed care initiative for the Virginia Medical Assistance Program. Medallion II originally covered Medicaid populations in the Hampton Roads area. The Medallion II program has undergone three expansions since its inception. These expansions occurred in 1997, 1999, and 2000. Medicaid currently has approximately 157,000 Medallion II enrolled recipients in 55 localities.

There are certain groups of Medicaid recipients who are exempt from Medallion II participation. These individuals will continue to be served through Medicaid's fee-for-service program. These individuals include, but are not limited to, recipients in nursing facilities; recipients in ICF/MR facilities; recipients enrolled in Home and Community-Based Waiver Programs; and recipients who have other comprehensive group or individual health insurance, including Medicare.

Medicaid contracted MCOs are required to provide, at a minimum, most of the same services covered under fee-for-service Medicaid. Certain services are excluded from the MCOs, including community rehabilitation mental health services (State Plan Option services), school-based services, and abortions. Those services will continue to be paid by Medicaid. Because of their emphasis on preventive health, the contracted MCOs offer enhanced benefit packages designed to improve the health of their members. Dental services for adults and wellness programs are among the additional services that some of the MCOs provide.

The enclosed chart reflects each MCO and its corresponding service area.

Thirty-three (33) areas shown will reflect only one contracted MCO to provide Medallion II services. In these areas recipients will have the option of selecting the Medallion II program using the one contracted MCO, or remaining in their current MEDALLION PCP program. Providers are encouraged to join the MCO as well as remain in MEDALLION in order to continue serving the Medicaid population.

Recipients in the remaining 15 localities must transition to a contracted MCO, but will have the option of selecting from two or more Medicaid contracted MCOs. In these areas, providers should pursue contracts with as many of the Medicaid contracted MCOs as possible.

Letters for all recipients within the expansion area will be mailed in late October. These letters provide the recipient with a choice of plans. If the recipient does not make an affirmative choice, he or she will be assigned to a contracted MCO listed in the letter. Recipients in the localities with MEDALLION and Medallion II will also receive letters requesting they make a choice of programs. Again, if the recipient does not make an affirmative choice, he or she will be assigned to the contracted MCO listed in the letter.

Recipients will be instructed to contact the Managed Care Helpline with questions related to their MCO assignment or to make changes in their assignment during the enrollment period. The Managed Care Helpline assists recipients in selecting a plan, registers members' concerns, and completes health assessment status surveys that are forwarded to the MCOs. Recipients may contact the Helpline at 1-800-643-2273 from 7:00 a.m. to 7:00 p.m. weekdays.

Providers will be able to identify recipients enrolled in a Medallion II MCO by their Member ID card. Please note that the MCO recipient will only receive one card and not monthly cards. Recipients may call the MCO to request replacement cards if needed. If a Medicaid patient presents for services, you should always ask for their Member ID card. In the expansion area, those enrolled in Medallion II MCOs will carry a card bearing the name of one of the following plans:

- Sentara Family Care 1-800-881-2166 or 1-757-552-8975
- Trigon HealthKeepers Plus 1-800-901-0020 or 1-757-431-5090
- Virginia Premier Health Plan 1-800-727-7536 or 1-804-819-5151
- UNICARE 1-888-539-1888

Each MCO is responsible for the development of its own provider network. If you have not already been contacted, DMAS is encouraging providers to contact the MCOs to begin the contracting and credentialing process. Please be aware that credentialing may take up to 90 days. Attached is a listing of the Provider Relations contact persons and telephone numbers for each MCO. All providers contracting with the MCOs are required to have a Virginia Medicaid Provider Identification Number.

To assist in the transition process, DMAS will be providing the MCOs with Medical Transition Reports reflecting individuals receiving certain medical services such as durable medical equipment, pregnancy services, and dialysis, among others. However, to assist in transition, ensure that services with authorizations, etc., are transferred to the MCOs, DMAS will also be conducting special case managers' meetings with the MCOs, hospitals, health departments, and other providers. If you or your staff would like to attend, please contact us at 804-692-0270.

COPIES OF MEDICAID MEMORANDA AND PROVIDER MANUALS

DMAS publishes searchable and printable copies of its provider manuals and Medicaid memoranda on the Internet. Please visit the DMAS website at <http://www.cns.state.va.us/dmas/>. Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to see Medicaid memoranda. The Internet is the fastest way to receive provider information.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.

Attachments (3)

Managed Care Organization (MCO) Provider Relations Information

MCO	Provider Relations Contacts	Telephone Number
Sentara Family Care	Sharon Poulos	(800) 229-8822 (757) 552-8891 <i>email:</i> sepoulos@sentara.com
Trigon HealthKeepers Plus	Consultant Line	(540) 853-5077
UNICARE Health Plan of Virginia	Network Services	(800) 800-9055 <i>Fax</i> (703) 914-4761
Virginia Premier Health Plan	Provider Services Department Mitch Gregory	(800) 727-7536 Option 5 (800) 727-7536 Extension 5154 <i>email:</i> mgregory@va.premier.com

**Medallion II Expansion
Effective December 1, 2001**

FIPS	LOCALITY	VAPremier	Sentara	UNICARE	Trigon
003	ALBEMARLE	X	X	X	
510	ALEXANDRIA			X	
013	ARLINGTON			X	
015	AUGUSTA	X	X		
515	BEDFORD CITY	X			
019	BEDFORD COUNTY	X			
023	BOTETOURT	X			
029	BUCKINGHAM		X	X	
530	BUENA VISTA	X			
037	CHARLOTTE		X		
540	CHARLOTTESVILLE	X	X	X	
047	CULPEPER	X			
590	DANVILLE		X		
600	FAIRFAX			X	
059	FAIRFAX COUNTY			X	
610	FALLS CHURCH			X	
061	FAUQUIER			X	
063	FLOYD	X			
065	FLUVANNA		X	X	
067	FRANKLIN COUNTY	X			
071	GILES	X			
079	GREENE	X	X	X	
083	HALIFAX		X		X
660	HARRISONBURG	X	X		
089	HENRY	X			
678	LEXINGTON	X			

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FIPS	LOCALITY	VAPremier	Sentara	UNICARE	Trigon
107	LOUDOUN			X	
109	LOUISA	X	X	X	
113	MADISON	X	X	X	
683	MANASSAS CITY			X	
685	MANASSAS PARK			X	
690	MARTINSVILLE	X			
121	MONTGOMERY	X			
125	NELSON		X	X	
137	ORANGE	X	X	X	
141	PATRICK	X			
143	PITTSYLVANIA		X		
153	PRINCE WILLIAM			X	
155	PULASKI	X			
750	RADFORD	X			
770	ROANOKE CITY	X			
161	ROANOKE COUNTY	X			
163	ROCKBRIDGE	X			
165	ROCKINGHAM	X	X		
775	SALEM	X			
790	STAUNTON	X	X		
820	WAYNESBORO	X	X		
197	WYTHE	X			